Warranty Services

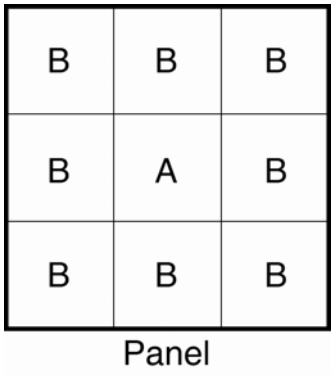
Rev 1.0

Warranty Policy:

1. BROADRACK Inc. provides products after-sales service for all products. Two-year limited warranty for products and power adapter (not included accessories and cables) and one-year for LCD panel and storage products. Please contact your dealer if you want to extend warranty period.
2. The products damaged due to force majeure, sabotage… (Please refer to additional limitations on warranty), we will charge our customer the repair fee.

Warranty for LCD Panel:

BROADRACK always follows high industry standards to provide best quality products for customers. However, the display may have imperfection that appears as bright or dark dots. This is common issue to all LCD panels and cannot be avoided. When you inspect and find the problems of LCD panel as below after receipt of our products, please contact your dealer for exchange.



For KDR / KSR / Gemini / Unicorn / WP / PD / PPC series:

The bright and dark dots cannot appear in A area. And the following situations cannot appear in B areas:

- The bright dots equal or exceeds than 3
- The dark dots equal or exceed than 3
- The sum of dark & bright dots exceeds 5

For EC series:

The following situations cannot appear in A and B areas:

- The bright dots equal or exceed than 5
- The dark dots equal or exceed than 5
- The sum of dark & bright dots exceed than 8

*** Please contact your dealer for LCD with zero defective dots.**

Additional Limitations on Warranty:

1. This Warranty does not extend due to force majeure (like earthquake, typhoon, lightning strike), or fire, floods, and insect infestation.
2. Out of warranty period.
3. No serial number.
4. This Warranty will not be applied to sabotage (scratch, fall, hammer, break), human error (liquid ingression or not take care of properly), or the product was not used in accordance with user manual.
5. This warranty does not cover cables, packaging materials and accessories.

RMA Service:

Please refer to RMA procedure and contact to rma.dept@broadrack.com

Out of Warranty Period:

1. The maintenance costs include parts and labor fee.
2. The RMA Dept. will contact and quote to customers before repair.

RMA Freight:

1. Under warranty:

- Once the DOA case will be confirmed, BROADRACK will bear two-way freight for replacement of the DOA case.
- For standard RMA procedure, BROADRACK and the customers need to pay one way freight each
- No defective return: Please note all the defective problems on the RMA form. In case the defective will be inspected and no defective will be found as listed on the RMA form, the said defective will be regarded as No Defective Return and the return freight will be bear by the customers.

2. Out of warranty:

- For RMA status, the two way freight will be bear by the customer.

Disclaimer of Warranty

BROADRACK DOES NOT GUARANTEE THE PRODUCT IS SUITABEL FOR ANY PARTICULAR PURPOSE. THIS LIMITED WARRANTY REPLACE WARRANTIES, CONDITIONS, REPRESENTATIONS AND TERMS IN ALL OF STATUTE, COMMON LAW, TRADE CUSTOM AND USAGE (INCLUDING ANY WARRANTIES OF MERCHANTABILITY). BROADRACK SHALL NOT BE

LIABLE FOR PRODUCT CANNOT BE USED, OR ANY DAMAGE, LOST, DELETE TO ANY PROGRAM OR DATA, OR DAMAGE TO OTHER EQUIPMENTS. BROADRACK SHALL ALSO NOT BE RESPONSIBLE FOR ANY CONSEQUENTIAL, INDIRECT, INCIDENTAL DAMAGES TO USE PRODUCT.

- BROADRACK reserves the rights to amend and explain in writing or website of warranty polices.
- The information contained in this website is subject to change without notice.